

III. RESULTS

Standard Site Characteristics

Selection criteria for the study sites listed in the study methodology description required a specific level of performance and program development to qualify for inclusion in the study. In keeping with these criteria, all sites:

1. Were permanent inspection stations offering child safety seat inspections at locations that were fixed, mobile or both;
2. Used AAA Certified CPS Technicians;
3. Had been in operation for a sufficient period;
4. Conducted the specified minimum number of inspections per month;
5. Employed a standard system of data collection and recording; and
6. Had established and documented operating policies.

Commonalties Among Sites

Although the six inspection station programs were administered by diverse types of sponsoring agencies; the operating, administrative and other aspects of the various programs were very similar. The challenges faced by the stations were similar as well.

Commonalties among the six individual study sites are listed below. A more extensive listing of commonalties and unique features offered by selected programs is included in Table 1. Components of the Indiana Automotive Safety Program network are not included in the following summary, but rather are listed in the "Individual Site Findings" section.

Operational

1. All six sites offered child safety seat inspections to the general public. Several programs conducted special outreach activities to specific groups, including low income, urban and ethnic populations.
2. Five of the six sites conducted inspections free of charge. The sixth site (the retail study site) conducted inspections as a free service to customers purchasing child safety seats. For all other inspections they required donations that were given to a local SAFE KIDS Coalition.
3. All sites conducted inspections on a schedule of fixed days and hours of operation. Many required appointments, but accommodated walk-ins as well.
4. Adequate parking, public access, safe inspection areas, adequate queuing areas and weather protection were all factors affecting location of the stations.
5. Sites used standardized inspection forms developed by SAFE KIDS, International Association of Chiefs of Police or State Highway Safety Offices. Data was hand tallied and no sites used any computerized method of collecting data.

6. Five of the six sites offered replacement seats free of charge based on their respective seat replacement policies. The sixth site referred families in need to a local SAFE KIDS Coalition.
7. Four of the sites requested donations for replacement seats.

Administrative

1. Most sites used AAA Certified CPS Technicians to conduct actual inspections at permanent sites. One site relied on a "senior checker system" using Certified CPS Techs.
2. Three sites used volunteer Certified CPS Technicians to conduct inspections at mobile and/or monthly inspection stations. One site used volunteers to conduct inspections at their fixed site under a "senior checker system." Other stations utilized volunteers primarily as recorders, traffic controllers and in other non-inspector capacities.
3. Three programs worked closely with local SAFE KIDS coalitions.
4. While all sites quantified the number of inspections conducted, activities relating to program evaluation varied by site. None of the sites had a structured process for evaluating the effectiveness of their program in terms of behavior changes and knowledge retained.
5. Common administrative challenges identified by study sites included:
 - a. Identifying a workable schedule that would meet the needs of the sponsoring agency, available inspection staff and the public;
 - b. Coping with weather conditions that limited inspections;
 - c. Managing schedules for inspectors/technicians;
 - d. Storing replacement seats;
 - e. Initial and ongoing training and certification of inspectors/technicians;
 - f. Identifying and training individuals both in-agency and within the community who would refer families in need of safety seat inspection services (referral sources); and
 - g. Language challenges associated with outreach to Hispanic families.
6. Common challenges study sites faced during development of stations included:
 - a. Obtaining support from agency administrators;
 - b. Providing initial and ongoing safety seat training for inspectors/technicians;
 - c. Providing initial and ongoing training of in-agency and community referral sources; and
 - d. Addressing liability concerns.

Funding

1. Two programs were fully funded by State Highway Safety Offices (SHSO).
2. Most sites received some funding from their SHSO, typically for replacement seats.
3. Two programs had substantial community/corporate funding.
4. All sites relied substantially on in-kind funding for staff salaries.

Promotions/Advertising

1. Several programs coordinated promotional activities with their SHSO including inspection referrals provided through a state toll-free telephone number.
2. Flyers provided to doctors' offices, pre-natal classes, child care centers, etc. were used at several sites.

3. Creative and unique promotions offered by several sites dramatically increased public awareness and use of the respective stations .
4. As part of their outreach activities, several programs worked with local school systems to promote booster seat and safety belt use. Partnering with schools during "Kindergarten Round-Up" was an important activity for one site.

Circumstances that Would Cause Termination of Inspection Services

1. Loss of funding for program and replacement seats.
2. Concern over liability to sponsoring agency.
3. Loss of administrative support.

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Populations Served	<ul style="list-style-type: none"> - Sites served all populations - Several programs had special promotional outreach to low income, urban, Native American and Hispanic populations 	<ul style="list-style-type: none"> - Hoffman Estates Police Dept. established a Hispanic Resource Center in an apartment complex with predominately Hispanic residents. Along with other social services, inspection services were offered by appointment at the center.
Fee/Donation for Inspection	<ul style="list-style-type: none"> - All sites offered free inspections except one 	<ul style="list-style-type: none"> - Dagerman's Just for Kids conducted inspections/installations at no charge for customers purchasing seats; for those who come to the store for an inspection only, the shop collected a donation of \$20 per seat checked on behalf of the Clark County SAFE KIDS Coalition (CCSK).
Operational - Scheduling	<ul style="list-style-type: none"> - Service delivery schedules were set to meet the needs of the target audience - All sites had fixed days and hours - Most required appointments, many also accepted walk-ins 	<ul style="list-style-type: none"> - Mahube Community Council required all clients to be scheduled into an awareness class where they signed up for their inspection appointment. - Only Hoffman Estates Police Department had inspectors available 24 hours a day, 7 days a week.

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Operational - Location	<ul style="list-style-type: none"> - All sites had fixed locations - The sites took weather into consideration and most had an indoor or covered location for inspections during inclement weather - Several sites had heated garages - Adequate parking, safe inspection areas and adequate queuing areas were factors in location - All sites had well-stocked inspection areas with common tools for conducting inspections (e.g., recall lists, slip guard, noodles, locking clips, educational materials, etc.) 	<ul style="list-style-type: none"> - Primary Children's Medical Center designated a location in the hospital lobby where Safety Squad members were available from 10-11a.m. and 4-5 p.m. on week days for inspections; those desiring a safety seat inspection come to the lobby during these set hours for safety seat inspections – families referred for help with child safety seat installation as a part of their hospital discharge preparation, patients coming in for a routine clinic visit, referrals from other hospitals, hospital employees, etc. - Hoffman Estates Police Department also offered a mobile inspection station site on a fixed schedule - Mahube Community Council offered mobile services to accommodate those families living in the very rural areas of the tri-county region that make traveling to one of the fixed sites prohibitive
Operational - Data Collection	<ul style="list-style-type: none"> - Typically, sites used standardized forms developed by SAFE KIDS, IACP, or the State HSO - Data was hand tallied and then entered into a word processing or spreadsheet document - None of the sites used any kind of computerized method of collecting data - The sites using SAFE KIDS forms forwarded the forms to the National SAFE KIDS Campaign for scanning and inclusion in NSK's database 	
Operational - Seat Replacement Policy	<ul style="list-style-type: none"> - Five of six sites replaced seats according to their replacement criteria - Seats were typically provided free of charge to those who could not afford to purchase a seat - Four programs requested donations for replacement seats 	<ul style="list-style-type: none"> - Dagerman's Just for Kids in Las Vegas did not replace seats; if a customer needed a seat, they could purchase one at Dagerman's or from a nearby retailer; needy families were referred to the Clark County SAFE KIDS Coalition

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Administrative - Staffing and Training	<ul style="list-style-type: none"> - AAA Certified CPS Technicians conducted inspections at five of six sites - "Senior checker system" was in place in the station using non-certified inspectors (AAA-certified CPS Techs, or inspectors with the most experience, supervised the non-certified inspectors) - Maintaining certification was the responsibility of Technicians 	<ul style="list-style-type: none"> - To better facilitate the recertification process, Atlanta Fire Department had all Certified CPS Technician renewal forms for firefighters/technicians sent to the Fire Department - Primary Children's Medical Center included CPS training in its mandatory skills and new employee training for all staff - Hoffman Estates made CPS training mandatory for all police officers - Mahube Community Council made CPS training mandatory for all Head Start staff that transported Head Start Children
Administrative - Volunteers	<ul style="list-style-type: none"> - Certified CPS Techs were used at three sites for mobile and/or monthly inspection stations 	<ul style="list-style-type: none"> - Clark County SAFE KIDS trained nursing students from community college to serve as volunteer inspectors during students' pediatric training
Administrative - Challenges	<ul style="list-style-type: none"> - Identifying workable schedule for sponsoring agency/available Techs/public - Weather conditions limiting inspections - Managing schedules for Tech availability - Storing of seats - Initial and ongoing training of inspectors/techs - Initial and ongoing training of in-agency and community referral sources 	
Development - Impetus	<ul style="list-style-type: none"> - Three programs started with an individual who, after learning about child passenger safety issues, worked to establish services within his/her agency - Two programs developed through State Highway Safety Office outreach - Two programs started after their agencies were selected to showcase national program kick-off 	<ul style="list-style-type: none"> - A Mahube Community Council Head Start parent became interested in child safety seat inspections and obtained State training; after the Head Start parent shared information with Head Start administrators and attended Certified CPS Tech training, the community program was initiated
Development - Challenges	<ul style="list-style-type: none"> - Obtaining support from administrative bodies - Initial training of Techs and/or staff - Addressing liability concerns 	

TABLE 1: Commonalties and Unique Features of Study Sites

DESCRIPTION	COMMONALTIES	UNIQUE FEATURES
Funding Sources	<ul style="list-style-type: none"> - Two programs funded completely by State Highway Safety Offices - Most of the sites had some State Highway Safety Office funds in their budget – typically for replacement seats - Two programs had substantial community/corporate funding 	<ul style="list-style-type: none"> - Mahube Community Council integrated child passenger safety parent classes and inspections into its Head Start parent training program
In-Kind Funding	<ul style="list-style-type: none"> - All sites relied substantially on in-kind funding for staff salaries 	<ul style="list-style-type: none"> - Hoffman Estates Police Department offered overtime funds for six officers/technicians to staff monthly inspection stations
Promotional and Outreach Activity	<ul style="list-style-type: none"> - Most sites used common promotional techniques such as promoting the inspection programs through prenatal programs and distributing flyers at child care centers and doctors' offices - Other promotional activities varied widely - Several programs coordinated with State Highway Safety Office promotions 	<ul style="list-style-type: none"> - Every child whose car seat was checked through Pat Clark Pontiac-GMC and the Clark County SAFEKIDS Coalition had an opportunity to win a college scholarship; very successful promotion - Beanie Baby promotion successful at Hoffman Estates Police Department - Free childcare and a meal were provided at Mahube Community Council Parent Trainings
Circumstances that Would Cause Termination	<ul style="list-style-type: none"> - Loss of funding for program and replacement seats - Liability to sponsoring agency - Loss of administrative support 	<ul style="list-style-type: none"> - Pat Clark Pontiac-GMC/CCSK program came very close to terminating when the dealership attorney expressed extreme concern over liability issues
Program Evaluation	<ul style="list-style-type: none"> - All sites quantified their activity (i.e., number of inspections) and kept track of any crashes involving a family served by the inspection station; none of the sites had a structured process for evaluating the effectiveness of their program (i.e., behavior changes, knowledge retained); all sites were having difficulty deciding how to do such an evaluation. 	<ul style="list-style-type: none"> - Atlanta Fire Department is planning to put identifying stickers on their program's replacement seats and including a section on the emergency run sheets that would indicate if a "program seat" was involved in the crash

User Feedback Summary

Individual study sites and several inspection stations in Indiana's network shared feedback received from their customers. This information indicates that the inspection stations' services are well received.

A. Most Common Responses About the Inspection Service:

- Services were helpful or very helpful.
- The suggestions made to them were easy or very easy to understand.
- Most participants agreed or strongly agreed that the information and services they received would make their children safer.
- Most participants agreed or strongly agreed that they would be able to install and use the child safety seat correctly.

B. Sample Recommendations from Customers:

- "More hours of operation. Weekends without appointment."
- "Make available for everyone. Parents and Grandparents should all know about this service."
- "Advertise more."
- "Make TV commercials to advertise the safety issues of car seats and seat belts and accessories."

C. Sample General Comments from Customers:

- "The knowledge/training of the officers was wonderful. Thank you!"
- "Great Service - quickly done."
- "Keep up the good work."
- "Keep up the 'great' work. Thank you for being there."
- "I have never put a car seat in before. We need more people like this to show how to put car seats in."
- "Safety for my twins is a big issue. A very good job done! Thanks so much!"
- "Very grateful for the help."
- "I came because I wanted to make sure I was installing my seat correctly. Now, I am confident I know how to read car seat directions and install properly."
- "Most helpful was to learn about the switchable retractor in my vehicle. Wish this service could reach even more families."
- "I will be very mindful of the 'proper' installation steps I learned today. Excellent program - Thank you!"
- "It was very informative. Officer was professional and supportive; he gave lots of feedback and was very positive. I'd recommend it!"

D. Most Common Responses to "How Did You Find Out About the Service?":

- Driving by, saw sign
- Word of Mouth, from a friend or relative
- Brochure/Flyer
- Radio

Individual Site Findings

Key features of each site studied have been summarized in two ways for this report. First, Table 2 contains a summary of key features of the six individual study sites and the network program presented in a grid format to facilitate comparison between programs. Secondly, Appendix B contains extensive information gathered during site visits, in addition to supporting documents that may be of use to other agencies.

TABLE 2: Grid of Study Site Key Features							
LOCATION	Atlanta Fire Department, Atlanta, GA	Dagerman's Just For Kids, Las Vegas, NV	Hoffman Estates Police Department (HEPD), Hoffman Estates, IL	Mahube Community Council (MCC), Park Rapids, MN	Pat Clark Pontiac-GMC/Clark County SAFE KIDS Coalit. (CCSK), Las Vegas, NV	Primary Children's Medical Center (PCMC), Salt Lake City, UT	Indiana Automotive Safety Program (ASP), Coordinator for State of Indiana Inspection Station Network
FEATURE							
Sponsoring Agency	Fire Department	Retail - Child Specialty store	Police Department	Community Organization	Auto Dealership and SAFE KIDS Coalition	Children's Hospital	<p>Indiana University is the state's contractor for its CPS program and coordinates the state's Inspection Station Network;</p> <p>53 agencies sponsor individual inspection stations: 19 Police 15 Hospital 5 Fire Dept 5 SAFE KIDS 4 Health Agencies 3 Community Agencies 1 EMS Company 1 Ambulance Co</p>
Geographical Setting	Urban Suburban	Suburban	Suburban	Rural	Urban Suburban	Urban Suburban	Urban Suburban Rural

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FEATURE							
Description of Locale	30 fire stations throughout Atlanta	In Las Vegas shopping mall west of downtown	Police station in Hoffman Estates, a suburb of Chicago Once a month from March through October at nearby Babies 'R' US	Private, non-profit agency providing services for low income and elderly in Mahnomen, Hubbard and Becker counties of MN. Services include Head Start.	Located in Las Vegas east of the downtown area	Located in Salt Lake City; Level 2 trauma center serving ID, MT, NV, UT, WY	53 individual inspection stations sponsored by various agencies throughout the state of Indiana
Populations Served	All Georgia residents from indigent to affluent	All; Most customers are middle to upper income	All; Special outreach to Hispanic community	Low income, rural	All	All; Routinely serves low income, children with special needs, Hispanic, Native American, and Pacific Island children	All; Special outreach to low-income, African American, and Hispanic communities

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FEATURE OPERATIONAL							
Service Delivery Schedule	<p>Fixed site Set days/hours</p> <p>Drop-in and appointment basis</p> <p>Inspections available 8am-8pm daily</p>	<p>Fixed site Set days/hours</p> <p>By appointment; M-F 10am to 6pm. Summer time hours are 10am to 12 noon</p>	<p>Fixed site Set days/hours</p> <p>Drop-in and appointment basis at HEPD 24 hours, 7 days per week. At least one CPS Technician is available on all shifts</p> <p>By appointment only at Hispanic Resource Center</p> <p>-----</p> <p>Mobile site Set days/hours</p> <p>Drop-in basis at regular community events</p>	<p>Fixed site Set days/hours</p> <p>By appointment at 3 sites</p> <p>-----</p> <p>Mobile site Set days/hours</p> <p>By appointment</p>	<p>Fixed site Set days/hours</p> <p>Drop-in basis primarily, Appointments occasionally</p> <p>6-8pm on 3rd Wednesday monthly</p>	<p>Fixed site Set days/hours</p> <p>Drop-in basis weekdays; By appointment clinics held on 2nd and 4th Thursdays monthly</p> <p>M-F 10-11am and 4-5pm; Twice-a-month clinics from 3-6pm</p>	<p>Fixed and mobile sites</p> <p>Schedules vary</p> <p>Sites are required to provide a minimum of 10 hrs per month for inspections</p>

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FEATURE OPERATIONAL							
Fee/Donation for Inspection	Free to all Georgia residents	Free to customers who purchase seat from store; all others pay \$20 donation to Clark County SAFE KIDS (CCSK)	Free to all	Free to all; Prerequisite for using inspection station services is attendance at parent training session on child safety seats	Free	Free	Free
Inspections per Month	50 +	100 per month; 70 for customers, 30 pay donation	125+ per month; 35+ at fixed site, 90+ at mobile sites	20+	Approximately 50 per month	110 per month; 50 from daily walk-in hours, 60 at twice-a-month clinics	Estimate 350-375 inspections per month; 4,283 inspections in 2001
Data Collection	Standardized form supplied by the Georgia Governor's Office of Highway Safety (GA GOHS) Hand tallied and filed	SAFE KIDS inspection form Hand tallied and sent to CCSK/National Safe Kids (NSK) database	IACP standardized form Hand-tallied, filed, and entered into database; uses HEPD case numbering system to track number of inspections and seats distributed	Standardized MN State inspection checklist Hand tallied and filed and entered into database. Database used to track number of inspections and seats distributed	SAFE KIDS inspection form Hand tallied and sent to CCSK/NSK database	Standardized inspection checklist including liability waiver Hand tallied and entered into database	ASP standardized inspection form When providing a replacement seat, individual sites also required to use liability release and safety seat checklist forms Copies of all sent to ASP monthly

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For more details about any of the sites, see Appendix B

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FEATURE OPERATIONAL							
Replacement Seat Policy	Seats replaced; no charge to those in need who fall below the US poverty index	Replacement seats must be purchased. If unable to purchase, then family is referred to Clark County SAFE KIDS for services	Seats replaced; no charge on a selective basis, priority to whom cannot afford to purchase Voluntary donations are accepted Child must be present	Seats replaced; no charge for registered Head Start children only; all others who are in need of a seat, including siblings of registered Head Start children, pay \$20 donation Child must be present	Seats replaced; \$40 donation requested; Seats provided for free to those in need	Seats to patients & siblings as needed at no charges; Others a \$20 donation; Special needs seats loaned through hospital	All sites receive 150 safety seats. Individual sites must provide replacement seats when deemed appropriate Seats may not be used for special events or advertised as free give-away seats
Seats replaced per month	<u>58 Total (Average)</u> 0 infant 40 convertible/ combo 18 belt position booster	Not Applicable	<u>14 Total (Average)</u> 2 infant 8 convertible/ combo 4 belt position booster	<u>13 Total (Average)</u> 1 infant 8 convertible/ combo 4 belt position booster	<u>5 Total</u> 0 infant 3 convertible/ combo 2 belt position booster	<u>44 Total</u> 11 infant 17 convertible/ combo 16 belt position booster	Not available

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FEATURE							
OPERATIONAL							
Liability Insurance	Program in accordance with Georgia Good Samaritan Law and not liable if certified tech	Liability coverage through store general policy	Liability coverage through the city's general policy	Liability coverage through MCC's general liability policy Contracted Program Admin. elected to obtain own personal liability coverage	Liability coverage for dealership through their general liability policy Additional coverage provided by CCSK and their affiliation with the National SAFE KIDS Buckle Up program	Liability coverage through hospital Liability coverage for dealership through dealership's general liability policy	ASP is covered under the university's general liability policy for its coordination of the network and any staff involvement in actual inspections Individual stations are not covered under the university's policy and are encouraged to address this issue and seek legal advice
STAFFING							
Staff Categories	Program Coordinator	Staff schedulers and Inspectors (store owners and manager)	Administrator, Senior Checkers, Inspectors, Recorders, Traffic Controllers, Greeters	Administrator, Instructor, Senior Checker, Scheduler, Assistant	Dealership Special Projects Coordinator, CCSK Executive Director	Program Manager, Asst. Manager, Staff Inspectors, Scheduler, Senior Checker	ASP has a Program Coordinator Sites have Inspectors, and others

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FEATURE STAFFING							
Volunteers	None	None	Uses volunteers at mobile site only, including: CPS Techs from HEPD and other police depts., Recorders, Traffic Controllers, Greeters	Uses volunteers only for community events the station helps staff	Extensive use of volunteers: Sr. Checkers, Inspectors, Recorders	Volunteers serve as interpreters	Varies by site
Training	Firefighters are Certified CPS Techs Maintaining certification for firefighters/techs has been a challenge	Inspectors are Certified CPS Techs Staff given in-store training and 8 hour SAFE KIDS training	29 officers and Ass't Chief are Certified CPS Techs All 97 HEPD officers have at least 8-hrs CPS training and have update class yearly	Inspectors take MN CPS course or NHTSA CPS Tech training All Head Start staff encouraged to take annual 6-hr CPS course; Staff who transport Head Start children required to take training	Staff and Sr. Checkers are CPS Techs Local nursing students are trained as Inspectors through CCSK	All inspectors are CPS Techs All hospital staff given CPS overview in new employee training; Key in-agency staff (including neonatal and rehabilitation staffs) who refer families for services receive additional training as needed	Varies by site

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FEATURE PROMOTIONS							
Key Promotional Activities	<p>Promoted by GA Governor's Highway Safety Office via public service announcements and their toll free number</p> <p>news media coverage of Fire Department activities</p> <p>Promoted on local cable channel programs</p>	<p>Customers advised in-store regarding installation and inspection services</p> <p>Promotional message included on store catalogue</p> <p>Clark County SAFE KIDS promotes service</p>	<p>Messages in city newsletter and utility bills helped establish program as did Beanie Baby give-away with inspection promotion</p> <p>Ongoing activities include: Word of Mouth, flyers, city cable channel messages, exposure to passer-bys of monthly clinics</p>	<p>Flyers distributed to Head Start families, Social Services agencies, schools, police, and fire departments result in 75% of participants</p> <p>Word of mouth brings others in as does community events</p>	<p>Drawing for 2 college scholarships, flyers, advertising via dealership</p>	<p>Major grant for TV/Radio advertising (50% of requests for inspections)</p> <p>Flyers to MDs and community (30%)</p> <p>Word of Mouth, Events, Law Enforcement (20%)</p>	<p>The program created a PSA for statewide distribution with 1-800-KID-N-CAR number</p> <p>800-number callers are referred to appropriate individual stations</p>

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FEATURE							
BUDGET							ASP'S COSTS FOR PROGRAM ADMIN.
Program	\$30,012	\$300	\$2,800	\$900	\$300	\$50,500	\$291,468
Seats	\$32,488	None	\$2,750	\$600 Program \$7000 In-kind	\$3,000	\$21,000	\$308,204
Personnel costs (Direct expense)	\$12,500	None	None	\$10,000 (Contractor)	None	\$10,000 (Contractor)	\$52,578
Personnel costs (Paid in-kind) (Benefits at 25%)	\$6,750	\$9,000	\$73,000	\$18,141 (MCC calculates Benefits @ 55%)	\$25,000	\$75,000 (Employees)	N/A
Paid Advertising	None	Absorbed in marketing costs	In-kind	None	In-kind	\$93,750	\$20,000
Total	\$81,750	\$9,300	\$78,550	\$36,641	\$28,300	\$250,250	\$672,250 1999-2002 Fiscal Years (See Appendix B for yearly amounts)

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FEATURE							
BUDGET							ASP'S COSTS FOR PROGRAM ADMIN.
Funding Source	City of Atlanta Fire Department and grants from the Georgia GOHS	Program expenses: Dagerman's - \$100 Clark County SAFE KIDS - \$200	In-kind from HEPD for salaries; community org. donations, Citizen Police Academy Alum Assoc., IL DOT, Public Donations	U.S. Department of Health and Human Services (Head Start grant, Community Services Block Grant), MN Department of Public Safety (Safe Communities grant), local Eagles club, local Women of Today club, local auto dealers, and donations from individuals	Salary for inspection station co-administrator who is an employee of the dealership is paid by Pat Clark Pontiac-GMC Salary for co-administrator who is CCSK Coordinator paid by Sunrise Children's Medical Center Other funds/resources from National SAFE KIDS Coalition programs and Nevada Office of Traffic Safety	Grants, community org. donations, Utah OHS, Utah SAFE KIDS	ASP receives grant from Indiana's Highway Safety Office to administer CPS program Individual stations receive grants in the following increments: \$2500 - year 1 \$1500 - year 2 \$1000 - year 3

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LOCATION	Atlanta Fire Department, Atlanta, GA	Dagerman's Just For Kids, Las Vegas, NV	Hoffman Estates Police Department (HEPD), Hoffman Estates, IL	Mahube Community Council (MCC), Park Rapids, MN	Pat Clark Pontiac-GMC/Clark County SAFE KIDS Coalit. (CCSK), Las Vegas, NV	Primary Children's Medical Center (PCMC), Salt Lake City, UT	Indiana Automotive Safety Program (ASP), Coordinator for State of Indiana Inspection Station Network
FEATURE DEVELOPMENT							
Impetus	Georgia GOHS approached the Atlanta Fire Department with proposal for citywide child safety seat fitting station program based on need seen at weekend events	Training req'd by Britax for retailers selling its brand sparked owners' interest AAA CPS Tech training by CCSK, working relationship with CCSK, and the desire to serve customers and help install safety seats sold by store keeps owners motivated	In 1993, an HEPD traffic Sgt. became interested in CPS and began to hold check-up events More staff trained - Operation Kids and AAA CPS Tech courses Growing community response led to current program level	Head Start parent became interested in child safety inspections and obtained State training After same Head Start parent shared information with Head Start administrators and then attended AAA CPS Tech course, the community program was initiated	Dealership national kick off for GMC safety seat program motivated dealership owner	A visit by the former Chairman of the NTSB motivated hospital administrators to establish a safety seat inspection station in association with PCMC's existing program, Hold On To Dear Life	Working relationship with State HSO

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FEATURE CHALLENGES							
Developmental Challenges	<p>Integrating grant funds into City budgeting process</p> <p>Recruiting firefighters for initial training</p> <p>Training 120 firefighters as CPS Techs</p>	<p>Drop-in basis and volume of inspections disrupted store operation resulting in inspection service offered by appointment and on weekdays only</p>	<p>Gaining support of village board and village attorney</p> <p>Raising community awareness</p> <p>Not enough trained staff</p> <p>Difficulty scheduling officers/techs</p> <p>Infrequent events led to long waits for public</p> <p>Initial mobile site too small</p> <p>Difficulty tracking number of inspections</p>	<p>Addressing liability concerns</p> <p>Determining how and where to provide services in rural areas</p> <p>Gaining support from Head Start staff</p> <p>Building public awareness</p> <p>Finding funds to provide seats to needy, non-Head Start families</p>	<p>Identifying schedule workable for dealership and public needs</p> <p>Convincing dealership management to sponsor</p>	<p>Securing hospital support to institutionalize the program</p> <p>Training entire hospital staff</p> <p>Identifying staff to serve as inspectors</p>	<p>Training</p> <p>Securing administrative support at sites</p> <p>Liability concerns</p>

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FEATURE CHALLENGES							
Administrative Challenges	Maintaining CPS Tech certification of firefighters Maintaining seats and supplies at 30 fire houses Managing work schedules so Techs are available at all 30 stations daily	Hot Las Vegas climate makes outdoor inspections difficult for inspectors and families	Difficulty getting officers/techs to volunteer for mobile site clinics Continual need to train more officers/techs Communicating and gaining trust of Hispanic community	Storing seats at different sites Pressing for funding and attention to rural community needs Continual need to secure additional funding for replacement seats	Excessive waiting times Volunteer burn out Liability concerns by dealership	Limited staff availability to inspect Transition to fixed hours Storing seats	Obtaining the required monthly reports from the individual sites Ability to distribute seats equitably
Circumstances That Would Cause Termination	Loss of funding (primarily for seats) Change in administrative support	Liability concerns If owners were physically unable to conduct inspections	Lack of funds for replacement seats If a new Village administrator not supportive of program If a new Village atty. concerned about liability to Village	Loss of State or other funding for replacement seats for non-Head Start families New, significant concern over liability issues	Lack of funding for replacement seats for needy Change in dealership support for sponsorship Concern about liability to dealership	Lack of funds for replacement seats Lack of grant funds for staff inspection leader Change in administrative support	Loss of Funding from State HSO; Funding ends 2/2003; ASP attempting to secure additional funding

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FEATURE							
PROGRAM EVALUATION							
Evaluation System	<p>Self evaluation of quantity of inspections</p> <p>Evaluation conducted through GA GOHS grant procedures</p> <p>Stickers are placed on seats distributed through program in order to track crash involvement and outcomes</p>	<p>Self-evaluation of quantity of inspections using inspection form</p>	<p>Self-evaluation of quantity and quality of inspections, and patterns of misuse</p> <p>Customer satisfaction survey for mobile site</p>	<p>Self-evaluation of quantity and quality of inspections, and patterns of misuse</p> <p>Customer follow-up done with Head Start families</p>	<p>Self-evaluation of quantity and thoroughness</p> <p>Operational & volunteer issues discussed at SAFE KIDS meetings</p>	<p>Self-evaluation of quantity and misuse patterns</p> <p>Departmental/ hospital review annually</p>	<p>ASP evaluated by State HSO</p> <p>Sites report to ASP monthly</p>

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FEATURE							
RECOMMENDATIONS FOR NEW INSPECTION STATIONS							
Recommended by sites	<p>Hire full time coordinator at the beginning of program</p> <p>Establish system to track certification status of Techs</p> <p>Establish process to facilitate recertification of Techs</p> <p>Allow adequate time for training when beginning program</p> <p>Seek media coverage</p>	<p>Be careful that you can actually provide the services you advertise</p> <p>Offer advanced training only to those employees who are interested and willing to conduct inspections</p>	<p>Get "buy-in" from administrators</p> <p>Begin slowly – few techs/appts 1 day a week</p> <p>Team with community orgs/agencies</p> <p>Seek funding sponsors</p> <p>Share program successes and recognition with media and others</p> <p>Include program administrators in recognition activities</p>	<p>Get "buy-in" from top administration</p> <p>Start very slowly</p> <p>Conduct community assessment for needs and resources</p> <p>Build state and local partnerships</p>	<p>Be careful of volunteer burn out</p> <p>Develop relationships with community partners</p> <p>Dealership should have CPS trained person on staff</p>	<p>Base service level to be offered on the number of available Techs to conduct inspections and available budget</p> <p>Establish fixed hours instead of "on call" system</p>	<p>Keep seat distribution policies flexible so that active sites can receive more seats as needed</p>

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FEATURE							
MISUSE TRENDS							
Infant	Infant too small for convertible seat	Infant facing forward too early	Infant facing forward too early	Infant too heavy for infant seat	Infant too heavy for infant seat	Harness retainer clip in wrong place	Overall -- Seats are installed too loosely and harnesses are too loose
Convertible/ Forward Facing	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	Harness in wrong slots	
Booster	Child too small/young for booster seat	Child too small/young for booster seat	Shoulder belt under arm or behind child	Safety belt loose	Child too small/young for booster seat	Harness used beyond weight limit	
Safety Belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	Child too small/young for adult safety belt	

Indiana Automotive Safety Program

The Automotive Safety Program (ASP) administers a network of 53 inspection stations on behalf of the Indiana Governor's Council on Impaired and Dangerous Driving (Indiana's State Highway Safety Office). ASP developed this program under a three-year grant from the Governor's Council. Sponsorship of stations within the network includes: 19 law enforcement agencies, 15 hospitals, 5 fire departments, 4 health agencies, 5 SAFE KIDS chapters/coalitions, 3 community agencies, 1 emergency medical service company, and 1 ambulance company.

According to program administrators, ASP and the Governor's Council believe that inspection stations are much more efficient than event-based check-ups and that the network provides continuity and quality assurance for the state. By supporting individual inspection stations at the local level, the public has better access to services.

Each inspection station received grant funds for operations and replacement seats. These "mini-grants" were intended to help offset any costs incurred by the inspection station to function, including advertising or printing costs, miscellaneous equipment or personnel costs. All inspection stations received 150 replacement seats over the three-year grant period. Before the end of the grant period, each station was encouraged to seek funding from local sources to continue functioning.

Organizations desiring to be included in the network completed an application/agreement and met certain requirements. The requirements for approval included:

- a certified child passenger safety (CPS) technician or instructor must staff the inspection station;
- the service must be available for appointments at a minimum of ten hours per month;
- standard operating procedures must be followed;
- network inspection forms must be used;
- the organization must complete and submit monthly activity reports; and
- inspection station staff must attend an annual CPS refresher course provided by ASP in addition to the required re-certification process for CPS technicians or instructors.

To promote the network of stations and encourage the public to use inspection station services, ASP produced a television spot and radio spots that run fairly consistently, promoting the statewide toll-free hotline for people to call to locate an inspection station in their area. Additionally, the hotline number is included on all promotional materials ASP produces and the individual sites include it in their materials. Furthermore, ASP lists all the sites on its web site. Individual sites have used a variety of means to advertise their services to the public. Each site was given a sample press release to use with local print publications.

A few suggestions offered by ASP to others contemplating establishing a network include:

- having commitment from the State Highway Safety Office;
- hiring a full-time coordinator;
- having strong knowledge of the different demographics and resources across the state or region;
- developing policy and procedures before implementing;
- identifying key local persons with the appropriate skills and abilities; and
- thinking through the inspection and reporting processes and the seat distribution.

Resource Site Information

Brief summaries about five additional inspection station programs, referred to as “resource sites,” are included in Appendix C. The purpose of providing information about these programs is to assist potential sponsoring agencies in more easily obtaining information from colleagues who currently operate inspection stations.

Resource site administrators provided detailed information about their respective programs to the project staff and agreed to have this information included in the project report. The project staff did not conduct on-site visits to the resource sites.

The resource site programs are as follows:

- Community Traffic Safety Organization – Northern New England AAA – Auto Car Care Center
- Emergency Medical Service Agency – Mecklenburg EMS Agency
- Government - Corporate Partnership – Montgomery County-Fitzgerald Auto Mall
- Multi-Agency Group Including Police Agencies, Fire Departments and Health Care Providers – “Nurses and Cops Caring for Contra Costa Children”
- State Police Agency – New York State Police